

SERVICE COMPLAINT CASE SUMMARY 1

RAF SERVICE COMPLAINT (SC) – PAY AND ALLOWANCES

FINAL DECISION LETTER ISSUED - OCTOBER 2019

DECISION BY DECISION BODY

Complaint

A Regular RAF Officer (Sqn Ldr) referred his SC to RAF Service Complaints Team (SCT) and alleged that he had been told that he was not eligible to be repatriated to New Zealand at public cost at the end of his service although being given an expectation when he originally joined in 2001, along with several other FJ Pilots recruited from the RNZAF.

The SC is deemed **Admissible** by the Commanding Officer and investigated accordingly.

Investigation

The complaint was very straightforward and relied upon evidence made available from a previous complainant who had their SC upheld at appeal. This included letters from the Service Person making the initial offer that included some Terms and Conditions of Service (TACOS) that also alluded to return journey costs at the end of their service. By the time the complaint was heard the complainant had already returned to NZ at his own cost and was therefore claiming for his costs to be refunded. Advice from SCT Legal then prompted the gathering of costs had the Complainant been repatriated with all his possessions via the MOD system in order to compare what he might have been entitled to should the complaint be upheld.

Decision

The Decision Body **Upheld** the complaint and awarded the monetary amount that reflected the costs to the MOD from our earlier investigation.

Service Complaints Ombudsman for the Armed Forces (SCOAF)

Involvement: No

DETERMINATION BY APPEAL BODY

No Appeal.

